Additional Items

Funding Method of
The Deaf and Disabled Telecommunications Program

CRS and the DDTP's equipment loan program are funded by a small surcharge that appears monthly on each ratepayer's telephone bill in California. The surcharge is a percentage of intrastate charges. This charge appears as "CA Relay Service and Communications Device Fund."

In California each telephone company, including local, long distance, cellular and radio carriers, and resellers, assesses and collects the surcharge monthly from their customers and remits the surcharge to a fund established by the CPUC. The fund is the Deaf Equipment Acquisition Fund Trust (D.E.A.F. Trust) and is administered by the Deaf and Disabled Telecommunications Program Administrative Committee (DDTPAC.)

SBC
Pacific Bell

Pacific Bell Monthly Charges

•Monthly Service From Jul 23, 2002 thru Aug 22, 2002	27.99
Total Pacific Bell Monthly Charges	**$27.99**

Additions & Changes

•Activity on ▋▋▋▋▋▋▋

•Order 66666666

•Monthly Service Charges

•Change in Monthly Rate from Jul 1, 2002   thru Jul 22; 2002

	Description	Qty	Partial Month	One-Time	Amount
1.	Rate Change Access for Interstate Calling Base Rate ISDN .08 Per Month	1	.06		.06
2.	Rate Change Federal Universal Service Fee .01 Per Month	1	.01cr		.01cr
			.05		.05
	Total for Monthly Service Charges		.05		.05
	Total for ▋▋▋▋▋		.05		.05

Total Additions & Changes	**$.05**

Taxes & Surcharges

	Description	Amount
3.	Charges for Network Access for Interstate Calling, Imposed by Federal Communications Commission	4.48
4.	Federal Universal Service Fee	.44
5.	Charges for Digital Line Ports, Imposed by Federal Communications Commission	.97
6.	CA High Cost Fund Surcharge - A: .10 B: .39	.49
7.	California Teleconnect Fund Surcharge	.08
8.	Universal Lifeline Telephone Service Surcharge	.39
9.	Rate Surcharge	.48cr
10.	State Regulatory Fee	.03
11.	CA Relay Service and Communications Devices Funds	.13
12.	Tax: Fed: .50 911: .08 Local: 1.24	1.82

Total Taxes & Surcharges	**$8.35**

California Telephone Access Program (CTAP)

Introduction and User Guide

AP is a state-mandated program which provides FREE cialized telephone equipment to any qualifying California ident with a disability which makes using the telephone icult.

o Is Eligible?

qualify, you must:

Be a California resident;

Have current telephone service;

Complete a form, which must also be signed by your doctor, audiologist or Department of Rehabilitation counselor, certifying that you have difficulty using the phone due to a speech, vision, mobility, cognitive or hearing impairment.

w Do You Reach Us?

u can receive information and a certification form by ntacting our Call Center at the number listed below. u can also visit one of our Service Centers listed below – no pointment is needed. Our Customer Advisors can assist you choosing the products and services which best meet your ds and can arrange a home visit from a Field Advisor if essary.

AP Call Center

gram Questions (English)

Voice English...................................1-800-806-1191
TTY English....................................1-800-806-4474

guntas del Programa (Español)

Voz Español....................................1-800-949-5650
TTY Español....................................1-800-896-7670

AP Sacramento Service Center
33 Howe Avenue, Suite 150
cramento, CA 95825

AP Riverside Service Center
70 Magnolia Avenue, Suite 310
verside, CA 92506

AP Fresno Service Center
20 East Shaw, Suite 130
sno, CA 93710

will be adding several new Service Centers. Please contact Call Center number listed above to find out which center is ated nearest to you.

California Relay Service (CRS)

CRS uses relay operators to enable TTY users to call non-TTY users and vice versa. Specially trained operators are available 24 hours a day, 365 days a year to relay calls. The service is free. You pay only for the price of the call. To use the California Relay Service (CRS), call toll free:

California Relay Service (CRS) – MCI
1-800-735-2929................................TTY
1-800-735-2922................................Voice

California Relay Service (CRS) – SPRINT
1-877-877-5378................................TTY
1-888-877-5379................................Voice

711

Effective October 1, 2001 you can dial **711** anywhere in the United States to reach relay service. Existing toll-free CRS numbers will also continue to work, in addition to **711**.

SPEECH-TO-SPEECH (STS) SERVICE

A person with a speech disability can use STS to make telephone calls, using his or her own voice or voice synthesizer. STS operators serve as "voicers" for users with speech disabilities who have difficulty being understood on the telephone. There is no charge to use this service. You pay only for the price of the call. The service also works in reverse, so that anyone may use STS to initiate a call to a person with a speech disability. To use Speech-To-Speech relay, call toll free:

Speech-To-Speech Service
1-800-854-7784

SPECIAL SERVICES

If you have a concern, compliment, issue or complaint, call:

Consumer Affairs Hotline
1-800-806-1191.. Voice and TTY

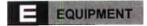If you would like to request a group training, presentation or event, call:

Outreach Hotline
1-800-995-6831... Voice and TTY

View our online calendar of events and equipment catalog at our Website:

www.ddtp.org

ESPANOL   E EQUIPMENT   ? SEARCH

The Deaf and Disabled Telecommunications Program (DDTP) is a California State mandated program, under governance of the California Public Utilities Commission (CPUC). Under the DDTP the California Telephone Access Program (CTAP) distributes telecommunications equipment and services for individuals certified as having functional limitations of hearing, vision, mobility, speech and/or interpretation of information.

CTAP is funded by a small surcharge that appears on all Californians' telephone bills. The money collected from this surcharge pays for both the California Telephone Equipment Loan Program (CTAP) and the California Relay Service (CRS). This surcharge appears on your phone bill as "CA Relay Service and Communications Devices Fund."

Telephone Equipment and Relay Services
Eligibility
FAQs
Brochures & Publications
Program Application Form
Meeting Schedules & Agendas
Outreach & Education
Positions Available
Doing Business with Us
Contact us
Links to Related Sites

Important CRS News

DDTP/CTAP Administrative Office is located at : 505 14th Street, Suite 400, Oakland, CA 94612

Main Telephone Number:
(510) 302-1100 (Voice)
(510) 302-1101 (TTY)
(510) 302-1130 (Fax)

Consumer Affairs:
(800) 867-4323 (Voice)
(800) 867-4323 (TTY)
(510) 302-1131 (Fax)

CTAP Call Center
81 West March Lane
Stockton, CA 95207
(800) 806-1191 (voice)
(800) 806-4474 (TTY)
(800) 889-3974 (Fax)
Note: This is not a public location. Customers may contact via mail, fax or phone

CTAP Call Center

CTAP Call Center
81 West March Lane
Stockton, CA 95207
(800) 806-1191 (Voice)
(800) 949-5650 (Spanish Voice)
(800) 806-4474 (TTY)
(800) 896-7670 (Spanish TTY)
(800) 889-3974 (Fax)

| Back |
| Home |

Business Hours:

Monday though Friday 8:00 m to 6:00pm

Saturday 9:00 am to 5:00 pm

Note: This is not a public location. Customer may
contact via mail, fax or phone

DDTP/CTAP Administrative Office is located at : 505 14th Street, Suite 400, Oakland, CA 946

Main Telephone Number:
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THE CALIFORNIA
RELAY SERVICE

Table of Contents   Page

What is the California Relay Service (CRS)?
CRS is the California State program which meets Federal mandates for Telecommunication Relay Service (TRS).

The California Relay Service (CRS) enables a person using a TTY to communicate by phone with a person who does not use a TTY (Telecommunication device with keyboard and visual display, for people who are deaf, hard of hearing or speech disabled). The service also works in reverse - allowing a non-TTY user to call a TTY user.

Specially trained relay operators are on-line to relay your conversation as it takes place. The operator reads the TTY text to the non-TTY user, and types the spoken response to the TTY user. CRS is available 24 hours a day, seven days a week, to assist with your calls. You can make as many calls as you wish and talk as long as you like. There is no extra charge to use the relay service; you pay only the regular charge for the call to the other person. All TTY operator services, including directory assistance, are available through CRS.

Who can use CRS?
Both TTY and voice callers may initiate and/or receive calls through CRS.

In what languages is CRS available?
- English
- Spanish to Spanish
- ASL (American Sign Language) to English
- Not available in other languages at this time

What about confidentiality and ethics?
Federal regulations specify very strict confidentiality requirements for the operators of all relay services. No part of the conversation that takes place between the callers is revealed or recorded in written, verbal or any other form. CRS operators do not participate in the conversation and acquire no benefit from information relayed.

*For information about free specialized telephone equipment and services, call your local telephone service provider.

How do I use CRS?

1.   TTY
       users dial your CRS provider's TTY number.
       (see telephone numbers on the back page of this brochure)

2.   The CRS operator will answer by stating ID number and gender
       (F/M) in text.

Example:
CRS operator: CRS 0001F GA   *

3.   Give the operator the area code and telephone number you
       wish to call.

Example:
TTY Caller: HELLO, PLEASE CALL 916-555-5555 GA

4.   When the person being called answers, the operator will start
       relaying the call by typing what the person says.

5.   When you are finished with your call, type "BYE SK".
       You may either instruct the operator to make another call
              or hang up your telephone/TTY.

* See glossary on page 20

How do I use CRS?

```
Non-TTY to TTY User
```

1. Non-TTY (voice or hearing) users dial your CRS provider's Voice number.
(see telephone numbers on the back page of this brochure)

2. The CRS operator will answer by voice and state ID number.
Example:
CRS operator: CALIFORNIA RELAY OPERATOR 0001 GO

3. Give the operator the area code and number you wish to call.
Example:
Non-TTY User: PLEASE CALL 916-555-5555 GO AHEAD

4. When the person with the TTY answers, the CRS operator will begin relaying the call by speaking what the TTY user types.

5. When you are finished with your call, say "BYE, SK".
You may either instruct the operator to make another call or hang up your telephone.

How do I use CRS?

- *If you use a TTY, and*

  One Line Voice Carry Over (VCO) Call

  prefer to use your own voice rather than type, VCO allows you to speak, but still receive responses in text on your TTY display.

VCO calls require use of a TTY and telephone or VCO telephone

1. VCO users dial your CRS provider's TTY number.
(see telephone number on the back page of this brochure)

2. The CRS operator will answer by stating ID number and gender (F/M) in text.
Example:
CRS operator: CRS 0001F GA *

3. Type to the operator that you will be using VCO.
Example:
   VCO user types: VCO PLEASE, GA

Tell the CRS operator the number you wish to call; the operator will dial the number. When the other party is connected, that person's greeting will appear on your display followed by, "GA". You may speak directly into the telephone as the other person will be listening to your voice. Remember to say "GO AHEAD" or "GA" when it is the other person's turn to speak.

4. Everything spoken by the other person will be typed to you by the CRS operator and will appear on your display.

5. When you are finished, say "BYE SK".   You may either instruct the operator to make another call or hang up your phone and turn off your TTY.

see glossary on page 20

How do I use CRS?

<div style="border:1px solid">

Two-Line Voice Carry Over (VCO) Call

</div>

If you have residual hearing, you may find 2-line VCO an option.
While using 2-line VCO, you may be able to hear at least part of what
the hearing party is saying while you are watching the TTY text.
In order to use 2-Line VCO, you must have two separate telephone
lines and subscribe to 3-Way Calling with your local telephone service
provider. One telephone line is dedicated to a TTY or VCO telephone
and the second line is dedicated to a (standard) voice telephone.

How it works:
VCO users dial your CRS provider's TTY number from your TTY
   telephone and type to the operator that you will be making a
   2-line VCO Call.
(see telephone numbers on the back page of this brochure)
Tell the operator to dial the number of your voice telephone line.

> **EXAMPLE:**
> **VCO user: 2-LINE VCO, PLEASE CALL 916-555-5556, GA .**
> 1. Answer the voice phone and tell the operator to type only
>   what the third party says.
> 2. While the operator is still on the line, make the 3-Way Call
>   from the voice phone to the other party.
> a) Press and release the hang-up button or the "FLASH"
>   button to put the operator on hold.
> b) Wait for approximately 2-3 seconds.
> c) To bring the operator, who is on hold back into the
>   conversation, press the hang-up button or the "FLASH"
>   button for one second and all three of you should be
>   connected.
> d) Dial the number of the hearing party and wait for an
>   answer. When the hearing party answers, you   need to
>   explain the call procedure or have the operator
>   announce the call.

3.   During the telephone call, speak directly to the other person; the
other person responds directly to you. The operator listens in on the

conversation and types what the hearing person is saying.

How do I use CRS?

> **Voice Carry Over to Voice Carry Over Call (VCO to VCO)**

- *If you use VCO, you may call someone who also uses VCO.*

VCO calls require use of TTY and telephone or VCO telephone

1. VCO users dial your CRS provider's TTY number.
(see telephone numbers on the back page of this brochure)

2. The CRS operator will answer by stating ID number and gender
   (F/M) in text.
   Example:
   CRS operator: CRS 0001F GA *

3. Type to the operator that you will be calling VCO to VCO.
   Example:
   VCO user types: VCO to VCO PLEASE, GA

Tell the CRS operator the number you wish to call. When the other
party is connected, that person's greeting will appear on your
display followed by, "GA". You may speak directly into the
telephone. Remember to say "GO AHEAD" or "GA" when it is the
other person's turn to speak.

4. Everything spoken by the other person will be typed to you by the
   CRS operator and will appear on your display.

When you are finished, say "BYE SK".   You may either instruct the
operator to make another call or hang up your phone and turn off your
TTY.

> This service may not be available through all CRS providers.
> Call your CRS provider's Customer Service to check availability.

*see glossary on page 20

How do I use CRS?

> **Voice Carry Over (VCO) to TTY / TTY to Voice Carry Over**

- *If you use VCO, you may call someone who also uses a TTY.*
  - *If you use a TTY, you may call someone who uses VCO.*

(VCO calls require use of TTY and telephone or VCO telephone)

1. VCO and TTY users dial your CRS provider's TTY number.
(see telephone numbers on the back page of this brochure)

2. The CRS operator will answer by stating ID number and gender
   (F/M) in text.
Example:
CRS operator: CRS 0001F GA *

3. Tell the operator that you will be calling VCO to TTY
   (or TTY to VCO).
Example:
   VCO user types: VCO to TTY PLEASE, GA
      (TTY user types: TTY to VCO PLEASE, G

Tell the CRS operator the number you wish to call. When the other
   party is connected, that person's greeting will appear on your
   display followed by, "GA". The VCO user may speak directly on the
   telephone. Remember to say "GO AHEAD" or "GA" when it is the

4. Everything typed by the other person will appear on your display.

When you are finished, say "BYE SK".   You may either instruct
the operator to make another call or hang up your phone and turn
off your TTY.

This service may not be available through all CRS providers.
Call your CRS provider s Customer Service to check availability.

How do I use CRS?

```
┌─────────────────────────────────────┐
│         Computer ASCII Call          │
└─────────────────────────────────────┘
```

1. When making calls using ASCII, the phone receiver cannot be picked up or the connection will break. If your telephone service has the "call waiting" feature, it must be temporarily turned off prior to making your call through ASCII. (Check with your local telephone service provider for "call waiting" instructions.)

Computer users dial your CRS provider's ASCII number using your telecommunications software with the prescribed settings.
       (see telephone numbers on the back page of this brochure)

```
┌─────────────────────────────────────────────────────────┐
│  For Computer settings, see the back page of this brochure. │
└─────────────────────────────────────────────────────────┘
```

After dialing the CRS provider, wait at least 100 seconds for the computer to connect before the operator answers.

2.   The operator will answer by stating ID number and gender (F/M) in text.
        EXAMPLE:
        CRS operator: CRS 0001M, GA *

3.   Give the operator the area code and telephone number
        you wish to call.
        EXAMPLE:
        ASCII Caller: PLEASE CALL 916-555-5555 GA

4.   When the person being called answers, the operator will start
        relaying the call by typing what the person says.

5.   When you are finished with your call, type "BYE SK".   You
may either instruct the operator to make another call or   hang up.
*see glossary on page 20

How do I use CRS?

Hearing Carry Over (HCO) Call

- *If you can hear on your telephone, but need to type on a TTY instead of speaking, you may wish to use HCO.*

<u>HCO calls require use of TTY and telephone</u>

1. HCO user dials your CRS provider'sTTY number.
(see telephone numbers in the back of this brochure)

2. The CRS operator will answer by stating ID number and gender (F/M) in text.
EXAMPLE:
CRS operator: CRS 0001M GA *

3. Type to the operator that you are using HCO.
EXAMPLE:
HCO user types: PLEASE CALL 916-555-5555 HCO, GA

4. CRS operator will verbally acknowledge that HCO is being used.
EXAMPLE:
   CRS operator: HCO ON, GO AHEAD

The CRS operator will speak to the other person what you type.
When you are finished typing, you may listen on the phone. The other party will be speaking directly to you on the phone.   The CRS operator will speak all of your responses to the other party.

5. When you are finished, type "BYE SK". You may either instruct the operator to make another call or hang up your phone.

*see glossary on page 20

How do I use CRS?

Speech to Speech Call

This service is provided for individuals with speech disabilities and/or those who have difficulty being understood on the telephone. The CRS operator is trained to listen carefully and voice what is spoken to the other party. Calls may be initiated by either Speech-to-Speech user or voice user.

1. Speech-to-Speech caller dials 1-800-854-7784.

2. CRS operator answers by stating ID number
EXAMPLE:
CRS operator: CALIFORNIA SPEECH TO SPEECH OPERATOR 0001

3. Give the operator the area code and number you wish to call.
EXAMPLE:
Speech-to-Speech user: PLEASE CALL 916-555-5555

4. The CRS operator will voice what you say to the other person. The other person will be speaking directly to you.

NOTE -You may instruct the operator to voice only the parts of the call the other party does not understand.

5. When you are finished with your call, you may either instruct the operator to make another call or hang up your phone.

Caller Preference

You can let CRS know exactly how you want your calls handled. CRS will link your preferences to your telephone number. In doing so, all calls to CRS from your telephone number will be handled according to your preference(s) automatically.

Check with your relay provider to set up one or more of the following preferred options:

- Request that the call not be announced as a relay call or change how the call is to be announced
- Set up your calls for VCO or HCO
- Set up for two line VCO
- Ask that your local and long distance calls be billed to your Carrier of Choice (see description on this page)
- Pre-specify other preferences in how your conversations are conveyed (for example, requesting the operator to describe background noises or type at a different speed)
- Request a male or female operator
- *Check with your CRS provider for any additional customer profile options not listed here*

Carrier of Choice

Choose your preferred telephone service provider or "Carrier of Choice". You must inform the CRS operator prior to placing your call. Your call will be billed by the provider you select.

State to State and International Calls

With the California Relay Service, you can place and receive calls from anywhere in the United States or worldwide, to and from California. For more information about International Relay Calls, contact your relay provider and request Customer Service. See the back page of this brochure for a complete listing of telephone numbers.

TTY Operator Service (TOS)

CRS provides the following TTY Operator Services:

- Directory Assistance (telephone and address information)
- TTY to TTY Operator-assisted calls (i.e. person to person, collect calls billing to third party or calling card).

Billing
There is no additional charge for using the California Relay Service. You may be charged the standard rate for Directory Assistance calls or Operator assisted calls.

Long distance, Operator assisted, and toll calls will be billed to your carrier of choice upon request.

If you do not select your carrier of choice, your calls will be billed by the relay service provider. *You must inform the relay operator of your carrier of choice before the calls are made.*

Emergency Assistance

DO NOT CALL 911 THROUGH CRS.
1. In an emergency, TTY users must dial 911 directly .
2. Tap the space bar several times to show that it is a TTY call.
3. **Remember, calls made directly and immediately to 911 can save valuable time in emergency situations.**

General Calling Tips
1. Have telephone area code and number(s) ready when you call CRS.
2. Do not add side comments to the CRS operator during conversation because these comments will be relayed to the other person. This can also cause confusion to the CRS operator and/or the other person.
3. Answering Machines/Voice Mail Systems:
a)   You may leave messages on answering machines or voice mail systems through CRS.
b)   When leaving a message, you may want to mention that you have called through CRS, and leave the CRS telephone number along with your own area code and telephone number.
c)   If you think you might get an answering machine when you call and don't want the greeting relayed word for word, ask the

CRS operator to either summarize the message or ignore it, so you may simply leave your message. You may also give your message to the CRS operator before she/he makes the call.

Automated Telephone Systems

Many businesses and organizations now use automated systems to answer and route calls to the correct person or department.

EXAMPLE: Press #1 for Customer Service, #2 for sales dept.   or
Please press the extension number you wish to call

To make calling easier, if you know the option or extension number you wish to reach, you may tell the CRS operator before she/he makes the call.

Pay Telephones

1. When making a pay telephone call within a local calling area, there is no charge for your call.

(*Note: Pay telephone calling areas vary in price throughout the state)

2. If your call is outside the local calling area, you will be required to use one of the following billing options:

a) Pre-paid calling card

b) Telephone calling card (check with you telephone service provider)

c) Collect call (Bill to the person you are calling)

d) Bill to another telephone number (i.e. home or office)

Glossary of abbreviations and commonly used terms

GA	"Go ahead" it is your turn to type
SK	"Stop Keying" (end of conversation)
GA or SK	Completing all messages and getting ready to hang
GA to SK	up
Q or QQ	Question mark in lieu of question symbol (?)
SKSK	Hanging Up
TTY	Term for text telephone, teletype,
TDD	Telecommunication device for the deaf.
XXX	Erasing a typing error
VCO	Voice Carry Over (see page 5)
HCO	Hearing Carry Over (see page 7)
RO	Relay Operator
CA	Communication Assistant
Bkgd	Background noise description (i.e. baby crying, dog barking, TV noise)